

Kocher & Beck

NEC SV8100 provides improved communications across manufacturer's UK operation

As a global leader in magnetic die-cutting technology, German manufacturer Kocher & Beck manufactures flexible dies for the production of labels, envelopes business forms and cartons. Operating from a number of locations around the world, the firm's UK production plant focuses on manufacturing flexible dies for the labelling industry.

PROFILE

Customer

- Kocher & Beck

Industry

- Manufacturing

Challenges

- Limited functionality of telephone system
- Difficult to locate and contact employees
- No interface with bespoke CRM system

Solution

- Communication framework: NEC UNIVERGE® 360
- Communication server: NEC UNIVERGE SV8100 IP Communications System
- Mobile communications: SV8100 IP DECT cordless system
- Exchange line interface: ISDN30 service
- Design, implementation and project management: EBT Maintenance

Results

- Flexibility of IP telephony system
- IT department controls its communications systems
- Full visibility of telephone system and how calls are handled
- Faster and more efficient call handling through linking to the company's client database
- Flexibility to add extra functionality as required

CHALLENGES

The UK arm of the organisation is based in Leicestershire, and as the business continued to expand, the firm realised that its existing telephone system was struggling to cope with their demands.

"The system was quite old, locking up a lot, and calls failed intermittently," explains Kocher & Beck IT Manager, Alex Johnson. "Our main requirement was reliability."

Kocher & Beck decided it required additional telephone extensions and more flexibility from their telephone system. So the company asked existing communications and IT partner EBT Maintenance to replace the old NEC DXE setup with a new telecommunications system that had the capacity for future growth, alongside the flexibility of cordless communication. It wanted its staff to be easily contactable within the business, and for all employees to have the same access to the advanced telephony features.

"The interface with CRM is saving the most time - now you can just select someone from the CRM system, click on the icon and away you go"

SOLUTION

EBT proposed an NEC SV8100 and IP DECT cordless communication system. However, in order to implement this, the offices and factory first required a completely new structured cabling system.

The project allowed a staged install of a cabling system initially followed by the communications system.

"As an Excel Cabling Partner we were able to install a fully performance-warranted Category 5e structured cabling system. We worked with Kocher and Beck to implement this during extensive internal building works," says EBT Maintenance's Steve Hogan.



Case Study SV8100

The NEC communications system was then implemented whilst ensuring minimum disruption to the company's operation.

"The IP DECT system utilises cordless base stations throughout the company's premises allowing complete flexibility for users to remain in contact wherever they are," says Steve.

RESULT

Alex Johnson wanted the flexibility offered by IP telephony and to be able to manage a system from his own IT department. Employees now use the NEC SV8100 IP telephones, offering extensive system features. It is also simple to conduct any changes, which enables the IT department to be in complete control of its communications systems.



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To meet the requirements for the IT department's ongoing management of the system, EBT installed the MyCalls application and PC Pro configuration tool. These applications allow full visibility of how efficiently the telephone system calls are being handled and the ability to react and implement changes as required.

In addition, expansion of the system involves the straight-forward connection of additional telephones as required.

Another key requirement was that the new system be linked to the company's bespoke client database to improve telephone call handling. Now the NEC system interfaces with the database, enabling incoming calls to be handled more efficiently and outgoing calls to be made by dialling from a client's database record.

"The interface with CRM is saving the most time," says Alex. "Before we had to dial manually or go through the phone book to find a name. Now you can just select someone from the CRM system, click on the icon and away you go."

Johnson is very pleased with the new system, and anticipates adding more functionality as the business continues to grow. He adds: "This flexibility meets the demands of our growing business."

